

**Performance Measures
Fourth Judicial District**

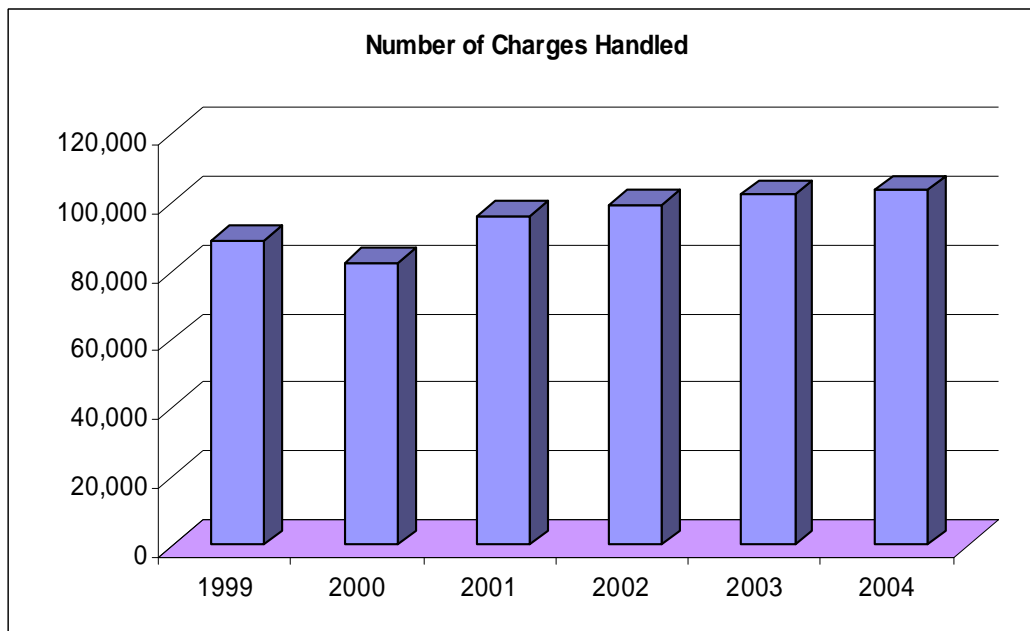
**Hearing Office
and
Traffic and Violations Bureau**



Performance Measures Fourth Judicial District

Background Information for the Hearing Office

- ◆ Charges are handled by the Hearing Office



Hearing Officers are designated by the Fourth Judicial District and given the ability to settle minor offenses (traffic and parking mostly) that are payable citations. If a citizen receives a payable citation (one that can be satisfied by sending in money and no court appearance is required) that they would like to dispute, they have the option to come to one of our Hearing Offices and see one of our 10 Hearing Officers.

We have one Hearing Officer in each of our suburban divisions: Brookdale, Ridgedale and Southdale and 7 Hearing Officers in our Downtown Office. Downtown also has specific parking calendars and since these types of citations are resolved much more quickly citizens end up waiting less for their case resolution. The Downtown Hearing Office also has a specific calendar staffed with a Hearing Officer that speaks Spanish.

Charges handled by the Hearing Office have increased significantly since 1999 and during the same time period we increased the number of Hearing Officers by 25%.

Traffic and Violations citation information is reflected in the Criminal Division section.

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Customer- *Provide fair & equal treatment, Access to justice*

- ◆ Is the court perceived as fair to litigants and other constituents?
- ◆ Do litigants perceive they are being listened to?
- ◆ Do litigants understand the orders given by the court?
- ◆ Do litigants perceive that cases are resolved in a timely manner?
- ◆ How many defendants in the hearing office must return a second time because they are turned away at the end of the day due to the high volume of customers?
- ◆ What is the average wait time for defendants in the Downtown Hearing Office?

Is the court perceived as fair to litigants and other constituents?	
Court Users seeing the Suburban Hearing Officers	7.50
Court Users seeing the Downtown Hearing Officers	7.00
Do litigants perceive they are being listened to?	
Court Users seeing the Suburban Hearing Officers	8.37
Court Users seeing the Downtown Hearing Officers	7.79
Do litigants understand the orders given by the court?	
Court Users seeing the Suburban Hearing Officers	8.53
Court Users seeing the Downtown Hearing Officers	8.61
Do litigants perceive that cases are resolved in a timely manner?	
Court Users seeing the Suburban Hearing Officers	7.96
Court Users seeing the Downtown Hearing Officers	7.44

On a scale of 1 to 9, where 1 means strongly disagree and 9 means strongly agree.

Prior research tells us that satisfaction with the court process has more to do with fair treatment than with favorable case outcomes. In addition litigant satisfaction leads to viewing court authority as legitimate, which in turn leads to increased compliance with court orders.

Suburban Hearing Office = 206 respondents
Downtown Hearing Office = 429 respondents

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Customer— *Provide fair & equal treatment, Access to justice*

Are defendants in the Hearing Office turned away at the end of the day due to the high volume of customers?

DOWNTOWN :

Currently, no defendants are being turned away.

In January 2003, 14 defendants were being turned away each day due to volume. By rescheduling the staff work hours, everyone who arrives by 4:30 is heard and no citizens are turned away.

SUBURBS:

An average of 5.8 defendants are turned away each day in the suburbs during 2004. The target is to have zero defendants turned away. Based on this information, the Hearing Office implemented changes to reach that goal at the end of 2004. All Suburban meetings with Hearing Officers are scheduled appointments now, ensuring that no one is waiting or turned away.

Average wait time for defendants to see a Downtown Hearing Officer

The average wait time is 64 minutes for moving violations and 20 minutes for parking.

Average wait time for the Interactive Voice Response (IVR) phone system

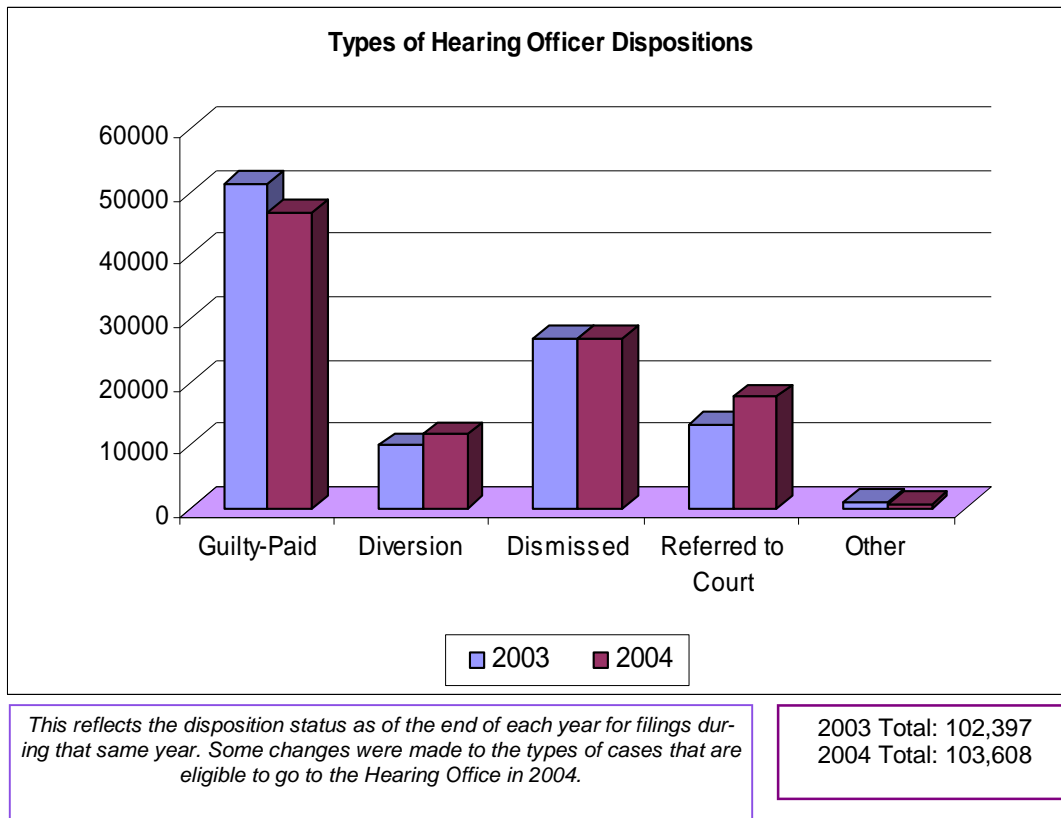
IVR allows citizens to make phone payments by credit card. During the time period January 1, 2003 through September 30, 2003, the average time it took to speak to a live person on the IVR system was 91 seconds.

The average time to speak to a live person on the IVR system was 95 seconds in 2004.

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Process - Fair & timely case processing, Effective & efficient case processing

Types of Dispositions Handled by the Hearing Office



Court: These charges were not able to be resolved at the Hearing Office and were referred on to Court.

Diversion: Agreement between defendant and city that the ticket is in "pending status." The Hearing Officer will check the defendant's driving/citation records after a set amount of time; if there are no traffic convictions, the charge will be dismissed. If there has been another conviction during this term, the charge will be put on their driving record. Each city attorney determines the fee for this agreement.

Other includes the following:

No action taken: a defendant came in to see a Hearing Officer but a resolution was not reached. Often the defendant wants to speak with their insurance agent or partner before making the decision.

Pending Disposition: a defendant came in to see a Hearing Officer and did not have the money to resolve their citation. This happens often with diversion cases where we require the money upfront. We categorize these as pending disposition instead of no action taken because the pending disposition category stops the aging process so late fees, etc. will not be added before the defendant returns with the money. If they do not return before the pending date we have entered, the aging process resumes.

ID or Insurance presented: a defendant came in to see a hearing officer and presented a valid drivers license, ID or insurance so the citation is dismissed.

Vehicle stolen: a defendant comes in to the Hearing Office with proof that the vehicle was stolen by providing a police report. The citations are closed because the vehicle is not in the owner's possession due to the theft.

Vehicle mismatch: a defendant comes in to the Hearing Office because the vehicle was mismatched to their name. This has to do with an error with the license plate number. We close the citation if we cannot find the correct owner of the vehicle, ex: out of state plates.

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How Court Users pay their violations

How Payments Come to District Court	Total By Payment Type 1/2003 - 9/2003	Total By Payment Type 1/2004 - 9/2004	Percent Change Between 2003 and 2004
Number of Online Payments Processed Through IVR and ECK	37,834	62,236	64.5%
Number of Manual Payments Processed by TVB-PSL	229,385	192,879	-15.9%

TVB is the Traffic Violations Bureau area of the Public Service Level. This represents all payments processed manually by staff that were received by mail or in person.

IVR is the Interactive Voice Response telephone system, includes all payments made by phone using a credit card.

Electronic Checking (ECK) is the Web based system for processing electronic payments using a checking or savings account.

This comparison reflects our ongoing commitment to improve and streamline our customer service response with the convenience of electronic processing of payments. During the comparison period there has been a decrease of 15.9% in the number of manually processed payments and an increase of 64.5% in electronic processing.